



## **TOWN OF MANSFIELD**

### **MANSFIELD PUBLIC LIBRARY DEPARTMENTAL POLICY MEMORANDUM**

**Approved by:** Leslie B. McDonough, Library Director  
**Effective Date:** August 8, 2019  
**Subject:** Privacy Policy

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Mansfield Public Library is required to comply with confidentiality requirements as presented in Connecticut State Statute Sec. 11-25. Reports by libraries. Confidentiality of records.

- (a) The libraries established under the provisions of this chapter, and any free public library receiving a state appropriation, shall annually make a report to the State Library Board.
- (b) (1) Notwithstanding section 1-210, records maintained by libraries that can be used to identify any library user, or link any user to a library transaction, regardless of format, shall be kept confidential, except that the records may be disclosed to officers, employees and agents of the library, as necessary for operation of the library.
  - (2) Information contained in such records shall not be released to any third party, except (A) pursuant to a court order, or (B) with the written permission of the library user whose personal information is contained in the records.
  - (3) For purposes of this subsection, "library" includes any library regularly open to the public, whether public or private, maintained by any industrial, commercial or other group or association, or by any governmental agency, but does not include libraries maintained by schools and institutions of higher education.
  - (4) No provision of this subsection shall be construed to prevent a library from publishing or making available to the public statistical reports regarding library registration and use of library materials, if such reports do not contain personally identifying information.

#### **Circulation Records and Handling of Personal Information**

The Library creates and maintains only those paper and electronic records that are deemed necessary to the efficient operation of the Library. Any inquiries, whether by phone, email, or in person, are considered confidential. The Library destroys all records containing personally identifiable information once the records are no longer considered necessary to the efficient operation of the Library, or the patron's information need is met.

Library staff will not provide personal information or information regarding library transactions to anyone but the patron, or to anyone who is not a minor patron's parent or legal guardian. A minor is defined by the State of Connecticut as any person below the age of 18, except in accordance with the "Surrender of Records" section below.

#### **Third Party Services and Internet Communications**

The Library is equipped with wired Internet workstations and a wireless Internet network. Users of Library computers or networks should take all appropriate precautions when accessing any shared computer or public network. No record of a patron's computer use or search activity is maintained

by the Library. The Library assumes no responsibility for the security or confidentiality of any data that a patron sends to another computer server during an Internet session.

The Library's website contains links to other websites. The Library is not responsible for the privacy practices of other websites, which may be different from the privacy practices described in this policy. Users should become familiar with the privacy practices of other websites they visit, including linked sites, especially if the site asks for personally identifiable information. Nonpersonal information about visits to the Library's web site or use of electronic resources may be collected. This information is used for system administration and to calculate usage statistics. No personal information collected is connected to usage information.

The Library provides access to a variety of third-party databases and services. The Library seeks to ensure that contracts, licenses, and offsite computer service agreements reflect the Library's policies concerning privacy and confidentiality. If a user seeks to access such a database or service through the Library, the Library only provides information that authenticates the user as a registered Mansfield Public Library patron and does not provide personally identifiable information about the user. Any election to use such databases or services from a third-party will constitute the user's agreement to the terms of any privacy policy applicable to that content or service. The Library encourages users to review the privacy policies of all third-party providers.

### **Surrender of Records**

Information contained in Library records shall not be made available by any member of Library staff to any person or to any agency of federal, state, or local government without the permission of the patron involved, except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. Upon receipt of such process, order, or subpoena, the Library Director will consult with the Town Manager and the Town Attorney to determine if such process, order, or subpoena is in proper form. If the process, order, or subpoena is not in proper form, such defects must be cured before compliance is granted. After consultation with the Town Manager and Town Attorney, it will be determined whether to object to, resist or move to quash said process, order, or subpoena.